

Risk Assessment - Coronavirus (COVID-19)

RESPONSE CENTRE - COMMUNITY ALARM SERVICE

(Dalziel Building)

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Owner		details	<i>08</i>

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Governance Committee		Date approved	
Review date	<i>9 November 2020</i>		

Strategic Alignment

Consultation process		
Stakeholders	Response Centre - Community Alarm Service (Dalziel Building)	
Distribution	<i>All council services</i>	

Change record

Date	Author
Change made	

Risk Assessment

Assessors Name Donna Bridges	Date/Time of Assessment 26/10/2020
Review Date:	
RA Reference:	
Location of activity Response Centre - Community Alarm Service (2nd Floor Dalziel Building)	

Evaluating risk

		Likelihood				
		1 Remote	2 Unlikely	3 Possible	4 Likely	5 Certain
Severity	1 Trivial	1	2	3	4	5
	2 Minor	2	4	6	8	10
	3 Lost time	3	6	9	12	15
	4 Major	4	8	12	16	20
	5 Fatal	5	10	15	20	25

Activity Details Community Alarm Service Risk Assessment - COVID-19 pandemic.

Hazard	Who could be harmed	Current Controls	Risk Rating Low, Med, High	Further Controls Required	Residual Risk
Workplace exposure to COVID-19 while in attendance at Dalziel Building.	Any staff present in the office.	Reduced office footfall Building is closed to the public. Single building access and egress point. Physical distancing and requirement to use hand sanitiser throughout building. Sign in sheets to be completed by all visitors (excluding staff) on arrival at the	Low	Ongoing review.	

Hazard	Who could be harmed	Current Controls	Risk Rating Low, Med, High	Further Controls Required	Residual Risk
		<p>reception of the building, and again upon entry of second floor, which includes logging relevant contact details in accordance with Test and Protect procedures.</p> <p>Staff to complete sign in sheet on arrival at second floor only, logging relevant contact details in accordance with Test and Protect procedures.</p> <p>Clear escalation and risk management processes in the event of virus outbreak in the workplace.</p> <p>Bronze management group will meet to decide on operational requirements in the event of an IT failure where essential service is required to be delivered.</p> <p>Operations Manager and Building Manager (Cathie Paterson) to be notified to trigger this process.</p>		Do not share pens.	
Office working		<p>Hygiene:</p> <p>Office cleaning rota – morning and early evening (Monday to Friday) and daily at weekends by cleaning staff.</p> <p>Toucan spray used daily on work surfaces.</p> <p>Hand sanitising stations positioned at entrance/exit and main touchpoints.</p> <p>Photocopier (Contact Centre) to be cleaned before and after each use (follow cleaning guidance on copier).</p>	Low	Ongoing review. Additional photocopier required to reduce queuing / need to access other floors	Low

Hazard	Who could be harmed	Current Controls	Risk Rating Low, Med, High	Further Controls Required	Residual Risk
		<p>Occupancy of lifts, kitchen and toilets restricted to one person at a time.</p> <p>Physical distancing to be maintained when using stairs.</p> <p>Physical distancing; face covering, and hand hygiene signage is displayed throughout the building.</p> <p>Shift cover:</p> <p>Staff operating three shift rota (24 hours, 7 days per week).</p> <p>Staff should travel alone by car to and from workplace, avoiding public transport where possible. If travelling in car with another person, the Council's car sharing advice to be followed regarding the use of PPE and hygiene.</p> <p>Users will ensure that their desk / workstation will be cleaned before and after use.</p>		<p>removed to a box within the Response Centre for staff to remove personal items before disposal.</p> <p>Staff not to store personal belongings on their desks and store their headset / keyboard/ mouse appropriately when not in use.</p> <p>Face coverings not to be placed on desks when not in use – store in personal bag.</p> <p>PPE disposal bins (for disposal of desk cleaning materials and PPE) now situation in kitchen, breakout area and throughout floor.</p> <p>Screens are being installed in NLC vehicles.</p> <p>Service will operate a blended approach - 2 staff office based each shift, with 1 staff member working at home (staff to be identified by Service Delivery Co-ordinator).</p> <p>Staff will enter one door and exit another door of Response Centre.</p> <p>2 desks identified for use of dayshift staff only.</p>	

Hazard	Who could be harmed	Current Controls	Risk Rating Low, Med, High	Further Controls Required	Residual Risk
				<p>2 desks identified for use of backshift staff only. 2 desks identified for use of nightshift staff only. Desks labelled DO NOT USE should be kept clear at all times. All desks to be kept tidy and cleared at the end of the working day of all personal items/paperwork.</p> <p>Window to be open for natural ventilation or entry door kept open at all times.</p>	

<p>Distributing PPE to home support staff</p>	<p>Employees</p>	<p>When distributing PPE to Home Support Workers, face masks and social distancing to be maintained. PPE will be collected from store room and brought to NLC vehicle. PPE will be placed in the vehicle (maintaining 2m physical distancing).</p>	<p>Med</p>	<p>PPE to be delivered to employee's home address to reduce or eliminate the need to visit NLC buildings. Service commencing 23/11/20 for staff living in the Bellshill and Motherwell areas.</p>	<p>Low</p>
<p>Distributing equipment to staff (e.g. community alarm staff).</p>	<p>Employees</p>	<p>Restricted access to Response Centre – essential staff only.</p> <p>The movement of staff between floors will be kept to a minimum. Employees will sign in on another floor and record their details for test and protect purposes. Employees will wear a face covering; maintain good hand hygiene and remain at a 2m physical distance.</p> <p>Communication sent to all Home Support Workers – 1 staff member identified each shift to collect paperwork and return/collect stock (Saturday and Sunday). Monday to Friday – CAS Support Officer will meet Home Support Worker at reception on ground floor and place equipment/paperwork on table, wearing a mask and maintaining social distance.</p>	<p>Med</p>	<p>Management to review location of staff to ensure movement is kept to a minimum. Update – 2 Response Advisors working in the Response Centre at any time. 1 Service Delivery Co-ordinator. Staff must not move about floors/offices and where required to do so as an essential task, done with the strict adherence to social distancing, use of face coverings and sanitising products to hands before and after any movement around the building.</p> <p>Coat stands have been removed.</p>	<p>Low</p>
<p>Contractors working within the floor.</p>	<p>Employees, Contractors</p>	<p>All contractors will sign in at reception for test and protect purposes. Contractors are also required to sign in at each floor they complete works. Building manager will notify floor managers if any works are to be completed and in which area with an estimated duration. Contractors will be required to wear a face covering, use hand sanitiser and</p>	<p>Med</p>		

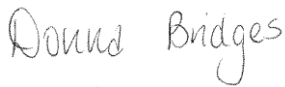
		maintain 2m physical distance between themselves and others. Any works that restrict the use of hygiene facilities will be completed out of hours OR staff will not be permitted onto the floor.			
Being tasked to visit an environment with possible exposure to coronavirus may give rise to anxiety.	All employees	<p>Line managers will maintain good communications links with their teams throughout the period when measures are in place for COVID-19. PPE to be worn.</p> <p>Updates to council information will be passed on timeously. All workers are referred to myNL for updated guidance.</p> <p>All workers are to be reminded when undertaking home visits or duties in other premises that they must adhere to guidance in relation to social distance, use of face masks and hand sanitising. Masks and full PPE to be worn.</p>	Med	Ongoing review required by line managers.	
Changes to work experience and remote working	All staff	<p>Work / life activity and demands may give rise to stress.</p> <p>Employees will be encouraged to raise concerns with their line manager.</p> <p>Stress management arrangements can be deployed including employee counselling service.</p> <p>Virtual platforms to be used to promote team communication and routine support and supervision to staff. (Home Support Workers – conference calls and essential face to face meetings).</p> <p>Face to face meetings where the need arises, social distancing, face masks and hygiene guidance to be followed.</p>	Med	Ongoing review required by line managers.	

		Staff to be reminded and referred to the NL Life and Work Well NL coronavirus web page accessible from the Connect homepage.			
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Summary of Action Required

Action Required	Responsible Person	Timescale for Completion	Date Completed
External post-box to be installed.	Raymond Taylor / Dennis McLafferty/ Donna Bridges	30 th October	Box at reception
Management to review staff location to ensure the movement of staff is kept to a minimum.	Raymond Taylor / Dennis McLafferty/ Donna Bridges	Ongoing review	
Establish new system of home delivery for employee's PPE.	Raymond Taylor / Dennis McLafferty	30 th October	PPE delivery system scheduled to commence for staff living in the Bellshill and Motherwell areas w/c 23-Nov-20.
Photocopier to be relocated to second floor (Response Centre).	Colin Sinclair	30 th October	
Tunstall (Telecom Communication Provider) advised in the event of majority of staff absence/self isolation to initiate Disaster Recovery Plan.	Dennis McLafferty/Donna Bridges/Clare Varghese	Ongoing review	
Review of entry and exit of Response Centre.	Donna/Bridges/Clare Varghese	3 rd November	

The contents of this risk assessment are an accurate reflection of the activities being undertaken and appropriate control measures to be implemented or maintained to ensure the activity can be undertaken whilst protecting the health safety and welfare of employees and anyone else who could be affected. The content of the risk assessment will be made known to employees, controls implemented and monitored and a review carried out either annually or when a change to circumstances dictates.

Signed: 

Date: 09/11/20

Further information

Health Protection Scotland <https://www.hps.scot.nhs.uk/>

Health and Safety Executive <https://www.hse.gov.uk/>

Health and Safety Executive, Managing risks and risk assessment at work

https://www.hse.gov.uk/simple-health-safety/risk/index.htm?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=risk&utm_content=home-page-info

Health and Safety Executive, Dermatitis <https://www.hse.gov.uk/food/dermatitis.htm>

Health and Safety Executive, Skin checks for dermatitis (free poster) <https://www.hse.gov.uk/skin/posters/skindermatitis.pdf>

Time for talking <http://connect/CHttpHandler.ashx?id=36324&p=0> Telephone 0800 970 3980